

Sooley, Jodi

From: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Sent: February 5, 2018 12:53 PM
To: CBSA-ASFC_Appeals-Appels
Subject:
Attachments: incoming.pdf

Please review for possible appeal.

Thanks

RP

Payette, Ryan

From:
Sent: February 4, 2018 09:40 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: July

date_day: 10

date_year: 2017

time_hh: 10

time_mm: 00

location: Huntington - Sumas Border Crossing

feedback: Last July I ordered some parts they were delivered to a parcel shipping facility in
I crossed the US/CDN border at Abbotsford/Sumas - Huntington Border Crossing at approx. 10am

I crossed into the US, picked up [redacted] parts then proceeded to cross back into Canada, I was in the US for less than 20 mins. Turns out there was a warrant issued for my arrest due to a missed traffic court appearance.

While the CBSA agents were conducting a search [redacted] they found my flare gun,

They held me on location for 10 hours then released me with a [redacted] seizure notice [redacted]

My complaint is to create awareness of a possible mindset or attitude that should be corrected, or at least made aware to the leadership of these agents..

1. Training to provide a working knowledge of what qualifies as a FIREARM
2. A mandate to treat Canadian citizens with the support of the border services instead of looking for ways to destroy their lives, which is exactly what would happen if I was charged with "IMPORTING A FIREARM" into Canada, yes I would have proven not-guilty in a court of law, after spending tens of thousands of dollars to prove my innocence and the incompetence of the border service agents
3. Although I was treated fairly as a citizen, nobody was rude or violent towards me, I truly believe they were trying to create something from nothing,

Since this incident, the CBSA has dropped all charges, removed the seizure notice from my impounded [redacted] and the issue has therefore been closed, however,

At this point, I am formally requesting

1. That I receive an email or other official correspondence indicating someone from this office has read my complaint. If you require further details or have additional questions, please feel free to contact me directly.
2. [redacted] be returned to me ASAP, total cost of these items is [redacted]

Thank you for taking the time to read this message,
Warmest Regards,

certification: yes

Submit: Submit



Complaint Input Form (Operations Branch)

| Client Details | | | | | | | | | | |
|---|--|-------------|---|---|--|---|--|------------------------------|--------------------------------|---|
| Last Name | | | | | First Name | | | | | <input checked="" type="checkbox"/> Resolved by phone |
| Residency | | Citizenship | | Purpose of Travel | | Client Type Traveller | | Language English | | <input type="checkbox"/> Third Party <input type="checkbox"/> Consented |
| File Details | | | | | | | | | | |
| Complaint File Number (CFN) | | | VPO File Number N/A | | | Enforcement Action (EA) Number | | | Sign-Off Level Chief | |
| First Contact Date Y M D 2 0 1 8 0 2 1 6 | | | | First Contact By (choose one) <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Letter | | | Final Response Date Y M D 2 0 1 8 0 2 2 6 | | | |
| First contact - If the service standard is not met, please provide an explanation | | | | | Final response - If the service standard is not met, please provide an explanation | | | | | |
| Location Details | | | | | | | | | | |
| Four Digit Office Code 8173 | | | Date of Incident Y M D 2 0 1 7 0 7 2 2 | | | Mode Highway | | Location Secondary | | |
| Complaint Types | | | | | | | | | | |
| <input type="checkbox"/> Officer/Employee Conduct | | | <input type="checkbox"/> Immigration | | | <input type="checkbox"/> Official Languages | | | | |
| <input type="checkbox"/> Charges/Fees | | | <input type="checkbox"/> Examination | | | <input type="checkbox"/> Privacy Related | | | | |
| <input type="checkbox"/> Delays & Wait Times | | | <input type="checkbox"/> Targeting | | | <input type="checkbox"/> Infrastructure | | | | |
| <input type="checkbox"/> Postal / Courier - LVS | | | <input type="checkbox"/> General Service | | | <input type="checkbox"/> Miscellaneous (use additional information box below) | | | | |
| <input type="checkbox"/> Questioning | | | <input type="checkbox"/> Trusted Travellers/Traders | | | | | | | |
| <input checked="" type="checkbox"/> Enforcement Action | | | <input type="checkbox"/> CFIA | | | | | | | |
| Unfounded | | | | | | | | | | |
| Additional Information | | | | | | | | | | |

RECORD OF PHONE CALL TO CLIENT

(Version 3, March/2011)

| | |
|--|--|
| Name of Client: | |
| Name of Chief/Superintendent: | Chief Ryan Vanderstar |
| Client's Contact Number(s): | |
| Date and Time of Phone Call(s): | February 16 th , 2018 @ approx 1200 hours |
| Duration of Phone Call(s): | 15minutes |
| Employees – <i>directly implicated in the allegations</i> n/a | |
| Name(s): | |
| Badge number(s): | |

Summary of phone call(s): I contacted _____ to discuss his crossing at Abbotsford-Huntingdon POE on July 10th, 2017 and the resultant seizure.

_____ did not have any direct complaints about the BSO's conduct it was more about the process and seizure.]

I explained to _____ that he was referred to CBSA secondary due to an outstanding warrant which led to his arrest. The warrant was then followed up by _____ Police Department.

_____ did not seem to think the entire process/seizure was necessary and did not see how that was considered a firearm.

I advised _____ I would review the information and also get details explaining how it was deemed a firearm by the RCMP who make that decision.

I attempted to contact _____ on February 28th (left a voicemail) as the results came back from the RCMP.

Was the issue/concern resolved? Yes ☒ No ☐

If so, how? There was no conduct issue and the seizure was done correctly.

Is any follow up action required? Complaint should be closed

Is the complaint valid? Yes ☐ No ☒ - Conduct ☐ Procedure ☐ Both ☐

****If management has identified policy, procedural or performance gaps, please complete the Complaint Issues Identification Report (CIIR).**



Complaint Input Form (Operations Branch)

| Client Details | | | | | | | | | | |
|---|--|---|---|---|--|---------------------------------|--|----------------------------|---|---|
| Last Name | | | | | First Name | | | | | <input type="checkbox"/> Resolved by phone |
| Residency | | Citizenship | | Purpose of Travel | | Client Type Traveller | | Language English | | <input type="checkbox"/> Third Party <input type="checkbox"/> Consented |
| File Details | | | | | | | | | | |
| Complaint File Number (CFN) | | | VPO File Number N/A | | | Enforcement Action (EA) Number | | | Sign-Off Level Superintendent | |
| First Contact Date Y M D 2 0 1 8 0 2 1 6 | | | | First Contact By (choose one) <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Letter | | | Final Response Date Y M D 2 0 1 8 0 3 0 5 | | | |
| First contact - If the service standard is not met, please provide an explanation | | | | | Final response - If the service standard is not met, please provide an explanation | | | | | |
| Location Details | | | | | | | | | | |
| Four Digit Office Code 8132 | | | Date of Incident Y M D 2 0 1 8 0 2 0 4 | | | Mode Highway | | Location Primary | | |
| Complaint Types | | | | | | | | | | |
| <input checked="" type="checkbox"/> Officer/Employee Conduct Unfounded | | <input type="checkbox"/> Immigration | | <input type="checkbox"/> Official Languages | | | | | | |
| <input type="checkbox"/> Charges/Fees | | <input type="checkbox"/> Examination | | <input type="checkbox"/> Privacy Related | | | | | | |
| <input type="checkbox"/> Delays & Wait Times | | <input type="checkbox"/> Targeting | | <input type="checkbox"/> Infrastructure | | | | | | |
| <input type="checkbox"/> Postal / Courier - LVS | | <input type="checkbox"/> General Service | | <input type="checkbox"/> Miscellaneous (use additional information box below) | | | | | | |
| <input type="checkbox"/> Questioning | | <input type="checkbox"/> Trusted Travellers/Traders | | | | | | | | |
| <input type="checkbox"/> Enforcement Action | | <input type="checkbox"/> CFIA | | | | | | | | |
| Additional Information | | | | | | | | | | |



Dear

Thank you for your written correspondence regarding your experience with the Canada Border Services Agency (CBSA) on February 5th, 2018. We have made several attempts to contact you at the phone number and email address you provided however, to date you have not returned these messages therefore we are responding to you in writing.

I was concerned to read your impression of the officer who dealt with you. It has always been the Agency's policy that border services officers conduct themselves in a professional manner at all times. We strive to be courteous and respectful in all of our dealings with clients and this is reinforced in all of the Agency's training programs.

Under the *Customs Act*, all persons entering Canada are required to make a complete and accurate declaration and answer all questions truthfully regarding their goods. All persons arriving in Canada must be questioned to the degree necessary for the officer to establish their immigration admissibility and to obtain a clear declaration of the goods they are importing. Border services officers are extensively trained to enforce more than 90 acts, regulations and international agreements and are highly skilled at examining travellers and their goods.

Now that a fulsome review of all the available information has been conducted, I am satisfied that the officer involved in your examination followed established procedures and guidelines. However, your concerns have been shared with the officer as a reminder of the high standard of conduct that is expected of her. I would like to suggest that if you encounter difficulties with the border clearance process in the future, you request to speak with the superintendent on duty. I find that most matters can be effectively resolved in this manner.

In closing, I thank you for taking the time to bring your concerns to my attention as it allows me to monitor the effectiveness of our services. The CBSA remains committed to providing quality service to the public while ensuring that Canadian society is protected through the responsible enforcement of Canadian laws.

Yours sincerely,

David Burnard
 Acting Chief
 Pacific Highway District

Payette, Ryan

From:
Sent: February 5, 2018 01:13 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: February

date_day: 04

date_year: 2018

time_hh: 21

time_mm: 30

location: Pacific Highway Port of Entry

feedback:

Crossing back into Canada the lady checking our passports was extremely rude and made the whole party feel scared

and unwelcome.

She was rude and accused

to have them ready inside their passports. We accused us of giving her attitude when we were nothing but polite.

I am a Canadian citizen and I did not feel welcome to return to my country.

of pulling a gun when they were pulling out their visas as they did not know

I have never experienced such disrespect from someone.

certification: yes

Submit: Submit



Complaint Input Form (Operations Branch)

| | | | | | | | | | | |
|---|--|------------------|---|---|------------|--|--|----------------------------|---|---|
| Client Details | | | | | | | | | | |
| Last Name | | | | | First Name | | | | | <input type="checkbox"/> Resolved by phone |
| Residency | | Citizenship | | Purpose of Travel | | Client Type Traveller | | Language English | | <input type="checkbox"/> Third Party <input type="checkbox"/> Consented |
| File Details | | | | | | | | | | |
| Complaint File Number (CFN) | | | | VPO File Number N/A | | Enforcement Action (EA) Number | | | Sign-Off Level Superintendent | |
| First Contact Date Y M D 2 0 1 8 0 2 2 7 | | | | First Contact By (choose one) <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Email <input type="checkbox"/> Letter | | | Final Response Date Y M D 2 0 1 8 0 3 1 2 | | | |
| First contact - If the service standard is not met, please provide an explanation | | | | | | Final response - If the service standard is not met, please provide an explanation | | | | |
| Location Details | | | | | | | | | | |
| Four Digit Office Code 8174 | | | Date of Incident Y M D 2 0 1 8 0 2 0 1 | | | Mode Highway | | Location Primary | | |
| Complaint Types | | | | | | | | | | |
| <input checked="" type="checkbox"/> Officer/Employee Conduct | | Unfounded | | <input type="checkbox"/> Immigration | | <input type="checkbox"/> Official Languages | | | | |
| <input type="checkbox"/> Charges/Fees | | | | <input type="checkbox"/> Examination | | <input type="checkbox"/> Privacy Related | | | | |
| <input type="checkbox"/> Delays & Wait Times | | | | <input type="checkbox"/> Targeting | | <input type="checkbox"/> Infrastructure | | | | |
| <input type="checkbox"/> Postal / Courier - LVS | | | | <input type="checkbox"/> General Service | | <input type="checkbox"/> Miscellaneous (use additional information box below) | | | | |
| <input checked="" type="checkbox"/> Questioning | | Unfounded | | <input type="checkbox"/> Trusted Travellers/Traders | | | | | | |
| <input type="checkbox"/> Enforcement Action | | | | <input type="checkbox"/> CFIA | | | | | | |
| Additional Information | | | | | | | | | | |



Dear

Thank you for your written correspondence regarding your experience with the Canada Border Services Agency (CBSA) on February 5th, 2018. We have made several attempts to contact you by phone and email however, to date you have not returned these messages therefore we are responding to you in writing.

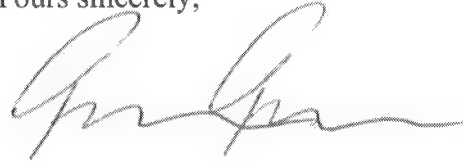
I was concerned to read your impression of the officer who dealt with you. It has always been the Agency's policy that border services officers conduct themselves in a professional manner at all times. We strive to be courteous and respectful in all of our dealings with clients and this is reinforced in all of the Agency's training programs.

Under the *Customs Act*, all persons entering Canada are required to make a complete and accurate declaration and answer all questions truthfully regarding their goods. All persons arriving in Canada must be questioned to the degree necessary for the officer to establish their immigration admissibility and to obtain a clear declaration of the goods they are importing. Border services officers are extensively trained to enforce more than 90 acts, regulations and international agreements and are highly skilled at examining travellers and their goods. Additional questions to those normally asked may be necessary to either confirm or negate any concerns the officer may have. Border services officers are authorized under Agency policies to ask questions they believe are relevant to the performance of their duties, including questions that, at times, may appear intrusive to the individual. Officers are expected to confirm or negate their concerns during the primary examination so that travellers are not arbitrarily referred for secondary examination.

Now that a fulsome review of all the available information has been conducted, I am satisfied that the officer involved in your examination followed established procedures and guidelines. However, your concerns have been shared with the officer as a reminder of the high standard of conduct that is expected of him. I would like to suggest that if you encounter difficulties with the border clearance process in the future, you request to speak with the superintendent on duty. I find that most matters can be effectively resolved in this manner.

In closing, I thank you for taking the time to bring your concerns to my attention as it allows me to monitor the effectiveness of our services. The CBSA remains committed to providing quality service to the public while ensuring that Canadian society is protected through the responsible enforcement of Canadian laws.

Yours sincerely,



Parveen Parmar
On behalf of Harry Dearing
Administrative Superintendent
Pacific Highway District

Payette, Ryan

From: CBSA-ASFC_CONTACT
Sent: February 5, 2018 08:59 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Unprofessional CBSA interaction officer

Good morning Complaints Unit,

Client complaint for your action please. We will close this transaction on our end.

Thank you,

Richard Thurston

A/Technical Advisor, Border Information Services and Contact Us
 Canada Border Services Agency / Government of Canada
richard.thurston@cbsa-asfc.gc.ca / Tel 1-204-983-7815 / TTY: 866-335-3237

Conseiller Technique/I, Service d'information sur la frontière et Contactez-nous
 Agence des services frontaliers du Canada / Gouvernement du Canada
richard.thurston@cbsa-asfc.gc.ca / Tél 1-204-983-7815 / ATS: 866-335-3237

-----Original Message-----

From:
Sent: February 1, 2018 5:38 PM
To: contact@cbsa.gc.ca
Subject: Unprofessional CBSA interaction officer

To whom it may concern.

I wish to document a poor experience entering Canada today, Feb 1 2018, at approximately 14h50 at the Aldergrove crossing lane 2.

After ending up in this lane it was apparent that every car was being detained for a significant amount of time. Lane 1 was proceeding at what I have come to expect. When our turn came, the officer with a badge interacted in what I would characterize as a confrontational manner. My brother, was told to speak up despite my explanation and me having turned off my engine. I was met with a withering look for attempting to assist. He asked the same questions multiple times despite what I consider clear simple answers.

He proceeded to absolutely grill us re our occupation
 This went on so long I requested to be sent inside and we not block the lane any more. He then sent us on our way but not before asking for my name again and jotting it in his notebook. I took this as a subtle threatening gesture.

I have crossing the border never been treated this way.

In conclusion, I understand and support strong CBSA enforcement and believe this young officer may have been primed for negativity by perhaps some poor interactions prior to serving me. My hope is that someone will use this letter to help him understand that we are all human and deserve the same respect.

I wish officer a good future with CBSA.

Respectfully



Complaint Input Form (Operations Branch)

| Client Details | | | | | | | | | |
|---|--|--|--|-------------------|--|---------------------------------|----------------------------|---|--|
| Last Name | | | | First Name | | | | <input checked="" type="checkbox"/> Resolved by phone | |
| Residency | | Citizenship | | Purpose of Travel | | Client Type Traveller | | Language English | |
| | | | | | | | | <input type="checkbox"/> Third Party <input type="checkbox"/> Consented | |
| File Details | | | | | | | | | |
| Complaint File Number (CFN) | | | VPO File Number | | | Enforcement Action (EA) Number | | Sign-Off Level Superintendent | |
| First Contact Date | | | First Contact By (choose one) | | | Final Response Date | | | |
| Y M D 2 0 1 8 0 2 2 0 | | | <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Letter | | | Y M D 2 0 1 8 0 2 2 0 | | | |
| First contact - If the service standard is not met, please provide an explanation | | | | | Final response - If the service standard is not met, please provide an explanation | | | | |
| | | | | | | | | | |
| Location Details | | | | | | | | | |
| Four Digit Office Code 8212 | | Date of Incident Y M D 2 0 1 8 0 2 0 6 | | | Mode Air | | Location Primary | | |
| Complaint Types | | | | | | | | | |
| <div><div><input checked="" type="checkbox"/> Officer/Employee Conduct Unfounded <input type="checkbox"/> Charges/Fees <input type="checkbox"/> Delays & Wait Times <input type="checkbox"/> Postal / Courier - LVS <input type="checkbox"/> Questioning <input type="checkbox"/> Enforcement Action</div><div><input type="checkbox"/> Immigration <input type="checkbox"/> Examination <input type="checkbox"/> Targeting <input type="checkbox"/> General Service <input type="checkbox"/> Trusted Travellers/Traders <input type="checkbox"/> CFIA</div><div><input type="checkbox"/> Official Languages <input type="checkbox"/> Privacy Related <input type="checkbox"/> Infrastructure <input type="checkbox"/> Miscellaneous (use additional information box below)</div></div> | | | | | | | | | |
| Additional Information | | | | | | | | | |
| | | | | | | | | | |

Payette, Ryan

From:
Sent: February 6, 2018 05:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code:

country:

time_contact-hh: 10:00

date_month: February

date_day: 06

date_year: 2018

time_hh: 10

time_mm: 20

location: YVR vancouver AIRPORT

service provider: Immigration office

feedback: I'm writing to officially complain an immigration officer at Vancouver YVR airport. His name badge shows
This morning (6th feb) my family and I came back to Vancouver travelling with arrived
at approx. 10:10am. After we collected the custom receipt, were waved to
attend his immigration counter. He immediately shows a very rude attitude. When I hand over
passport, he thrown it on his desk and said "what's this". I politely told this is my son passport
then he said "I can't see anybody". I lift up my son to show him and then he said "go to the right". I told him "I was
instructed by an officer on the right to queue here, so could you clarify where we should go?" Then said "go
figure it out yourself" Then I told him "you just have to point us which way that is". Then he turned to another officer
besides him and said "can someone tell him !
what is right? He doesn't know what right means." After that picked up his coffee and said "I am going to my
coffee break". When I stopped him and requested his name, he shown me his badge and said "go ahead and see what
you can do".

This is a terrible experience with canadian immgiration which set a really bad example to many people in the airport
I hope this matter can be taken seriously.

certification: yes

Submit: Submit

RECORD OF PHONE CALL TO CLIENT

(Version 3, March/2011)

| | |
|--|---|
| Name of Client: | |
| Name of Chief/Superintendent: | A/Supt Manjit POONI |
| Client's Contact Number(s): | |
| Date and Time of Phone Call(s): | 20 February 2018 - 18:24 hours PST - First call made, no answer and voice mail message left |
| Duration of Phone Call(s): | 1 Minute, 16 Minutes |
| Employees – <i>directly implicated in the allegations</i> | |
| Name(s): BSO | |
| Badge number(s): | |

Summary of phone call(s): On 20 February 2018 I made a call to _____ at approximately 18:24 hours PST. The call was not answered and a voice mail message was left, indicating my contact details.

On 20 February 2018, _____ called me back at 20:49 hours PST. I introduced myself and the purpose of the call. After asking if he had time to talk, I stated that I was familiar with the details of his complaint. I also stated that I had spoken to the officer involved and am familiar with their recollection of the incident. I stated my desire in speaking to him today was to address his concerns through any explanations I may be able to offer regarding our actions and intentions. I further stated my intention was to fully understand his viewpoint to ensure we are able to learn from the incident as well as address any performance gaps, whether they be at an individual or larger, Agency wide level.

_____ stated that he was concerned with the way that he was treated on that day. _____ stated that the officer was rude to him and his family. _____ explained that he had seen the podium officer and was referred to speak to BSO. _____ stated his interaction with BSO was not a pleasant experience and felt like BSO _____ was rude. _____ understood that working at the airport is a big challenge,

_____ was glad that we had spoken to BSO _____ prior to calling him and hoped that BSO _____ would be able to work on his customer service with future travellers.

I advised [redacted] that CBSA takes all complaints seriously and that all travellers should be treated with respect and all officers should be professional when dealing with any traveller. [redacted] was advised that the officer was spoken too and he expressed a sincere apology to [redacted] stated that he appreciated that we investigated the complaint and was glad that I followed up with him regarding this complaint.

I asked [redacted] if I had addressed all his concerns, he stated yes. I provided [redacted] with my contact information and advised him if he has any additional questions or concerns he can contact me directly. [redacted] once again thanked me for the phone call and I ended my conversation with him at 21:05 hours.

Was the issue/concern resolved? Yes ☒ No ☐

If so, how? See Above

Is any follow up action required? No

Is the complaint valid? Yes ☐ No ☒ - Conduct ☐ Procedure ☐ Both ☐

****If management has identified policy, procedural or performance gaps, please complete the Complaint Issues Identification Report (CIIR).**



Complaint Input Form (Operations Branch)

| | | | | | | | | | | |
|---|------------------|--|---|-------------------|--|---|------------------------------|----------------------------|--------------------------------|---|
| Client Details | | | | | | | | | | |
| Last Name | | | | | First Name | | | | | <input type="checkbox"/> Resolved by phone |
| Residency | | Citizenship | | Purpose of Travel | | Client Type Traveller | | Language English | | <input type="checkbox"/> Third Party <input type="checkbox"/> Consented |
| File Details | | | | | | | | | | |
| Complaint File Number (CFN) | | | VPO File Number | | | Enforcement Action (EA) Number | | | Sign-Off Level Other | |
| First Contact Date 2 0 1 8 0 2 2 0 Y M D | | | First Contact By (choose one) <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Email <input type="checkbox"/> Letter | | | Final Response Date 2 0 1 8 0 2 2 0 Y M D | | | | |
| First contact - If the service standard is not met, please provide an explanation | | | | | Final response - If the service standard is not met, please provide an explanation | | | | | |
| Location Details | | | | | | | | | | |
| Four Digit Office Code 8212 | | Date of Incident 2 0 1 7 1 1 2 9 Y M D | | | Mode Air | | Location Secondary | | | |
| Complaint Types | | | | | | | | | | |
| <input checked="" type="checkbox"/> Officer/Employee Conduct | Unfounded | | <input type="checkbox"/> Immigration | | | <input type="checkbox"/> Official Languages | | | | |
| <input type="checkbox"/> Charges/Fees | | | <input checked="" type="checkbox"/> Examination | Unfounded | | <input type="checkbox"/> Privacy Related | | | | |
| <input type="checkbox"/> Delays & Wait Times | | | <input type="checkbox"/> Targeting | | | <input type="checkbox"/> Infrastructure | | | | |
| <input type="checkbox"/> Postal / Courier - LVS | | | <input type="checkbox"/> General Service | | | <input type="checkbox"/> Miscellaneous (use additional information box below) | | | | |
| <input checked="" type="checkbox"/> Questioning | Unfounded | | <input type="checkbox"/> Trusted Travellers/Traders | | | | | | | |
| <input type="checkbox"/> Enforcement Action | | | <input type="checkbox"/> CFIA | | | | | | | |
| Additional Information | | | | | | | | | | |

Mcphail, Marshall

From:
Sent: February 20, 2018 08:15 PM
To: Holtan, Deborah

Deborah.Holtan@cbsa-asfc.gc.ca

I need you to please note to Canada Services agency in Vancouver the next time I clear customs there

And no its not normal for if an officer sees a Quran in my
luggage to ask if Im affiliated with Islamic Terrorism.

I really appreciate you responding to the questions in this email thank you kindly

On Tue, Feb 20, 2018 at 7:10 PM, Holtan, Deborah <Deborah.Holtan@cbsa-asfc.gc.ca> wrote:

Dear

Thank you for your latest correspondence, dated February 7, 2018, concerning your experience with a Canada Border Services Agency (CBSA) officer at the Vancouver International (VIA). This is further to the your e-mail exchange between yourself and the superintendents at VIA.

I was concerned to read your impression of Border Services Officer the officer who examined you on November 29, 2017. It has always been the Agency's policy that border services officers conduct themselves in a professional manner at all times. We strive to be courteous and respectful in all of our dealings with clients and this is reinforced in all of the Agency's training programs.

I am sorry for how you felt as a result your interaction with the officer, however, senior officials who reviewed your case are confident the actions of the officer were well within agency guidelines and the formalities for conducting a secondary baggage exam and the questions that were posed to you were conducted in accordance with departmental procedures. Your comments have been brought to the attention of the officer and the management team at VIA to ensure all employees are reminded of the high level of service expected by the Agency when dealing with the public. Our reports indicate that the officer involved in your clearance is known to conduct himself in a courteous and professional manner.

Thank you for taking the time to bring your concerns to our attention. The CBSA recognizes that the way it treats clients has a direct impact on their perceptions of Canada as a place to live, visit, or conduct business. I would like to suggest that, if you encounter difficulties with the border clearance process in the future, you request to speak with the supervisor on duty. I find that most matters can be effectively resolved in this manner.

In your most recent email to Superintendent Orie dated February 13, 2018, you have indicated that you are no longer pursuing this matter. I trust this information addresses your concerns, I will consider this matter resolved and be closing the file.

Regards,

Deborah Holtan

Regional Program Officer, Operations Branch
Canada Border Services Agency / Government of Canada
deborah.holtan@cbsa-asfc.gc.ca / Tel. : 604-666-6151 / TTY: 866-335-3237

Agente régionale de programme, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
deborah.holtan@cbsa-asfc.gc.ca Tél. : 604-666-6151 / ATS : 866-335-3237

Payette, Ryan

From:
Sent: February 7, 2018 11:13 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: November

date_day: 18

date_year: 2017

time_hh: 17

time_mm: 45

location: vancouver

tracking form cargo number:

service provider: FED EX

feedback:

I appreciate your an important and respected member of the government community. Thank you for when you could do anything to professional excellence for choosing to help people. I'm writing to complain about Officer who inspected me last at the Vancouver Airport. I'm sure he has his good qualities and we all make mistakes.

He held me at customs for five hours.

Every time I go through any other airport in Canada they never search me.

Officer forgot to search my black purse that was on me contravening your protocol to conduct a full search on secondary inspection. And his supervisor mentioned to me I should be grateful because they aren't doing a body cavity search.

Would you be offended if something suspected you of terrorism because they found a holy book of God like a Quran in your luggage? Do you think thats appropriate?

I dont have the exact date it happened you have that information in your system. Please email me and I will call you back.

Even supervisor was looking at him like "why are you doing this." There are cameras there to confirm. I'm asking to be removed from secondary screening as perhaps its worth considering that the reason I was put there in the first place was not credible. And I'm asking that Officer be spoken to and that my clean record with your fine department of logical professionals be taken into account.

Five hours in customs is not necessary for me. There is

harrasment and then there is searching for contraband. He was done his search no offenses reported and he kept asking me things like he was a detective trying to get criminal intelligence for the police.

certification: yes

Submit: Submit

Payette, Ryan

From:
Sent: February 7, 2018 11:18 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: December

date_day: 16

date_year: 2017

time_hh: 17

time_mm: 10

location: vancouver

feedback: plz add this to the complain i just sent in this website has a word limit thats weird theres three parts ive submitted on this site about my complaint

Respectfully Submitted,

certification: yes

Submit: Submit

Payette, Ryan

From:
Sent: February 14, 2018 03:05 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: June

date_day: 05

date_year: 2018

time_hh: 17

time_mm: 15

location: vancouver international arrivals

tracking form cargo number:

service provider:

feedback: This is I submitted a complaint a couple days back against officer vancouver
international arrivals where he screened me.

please throw out my complaint.

certification: yes

Submit: Submit



Canada Border
Services Agency Agence des services
frontaliers du Canada

PROTECTED **A** when completed

Complaint Input Form (Operations Branch)

| Client Details | | | | | | | | | |
|---|--|-------------|---|-------------------|--|---|--|---|--|
| Last Name | | | | First Name | | | | <input checked="" type="checkbox"/> Resolved by phone | |
| Residency | | Citizenship | | Purpose of Travel | | Client Type Traveller | | Language English | |
| | | | | | | | | <input type="checkbox"/> Third Party <input type="checkbox"/> Consented | |
| File Details | | | | | | | | | |
| Complaint File Number (CFN) | | | VPO File Number | | | Enforcement Action (EA) Number | | Sign-Off Level Regional Director | |
| First Contact Date 2 0 1 8 0 2 2 6 | | | First Contact By (choose one) <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Email <input type="checkbox"/> Letter | | | Final Response Date 2 0 1 8 0 4 1 1 | | | |
| First contact - If the service standard is not met, please provide an explanation | | | | | Final response - If the service standard is not met, please provide an explanation | | | | |
| | | | | | | | | | |
| Location Details | | | | | | | | | |
| Four Digit Office Code 4401 | | | Date of Incident 2 0 1 7 1 2 1 6 | | | Mode Highway | | Location Document Processing | |
| Complaint Types | | | | | | | | | |
| <input checked="" type="checkbox"/> Officer/Employee Conduct Unfounded | | | <input type="checkbox"/> Immigration | | | <input type="checkbox"/> Official Languages | | | |
| <input type="checkbox"/> Charges/Fees | | | <input type="checkbox"/> Examination | | | <input type="checkbox"/> Privacy Related | | | |
| <input type="checkbox"/> Delays & Wait Times | | | <input type="checkbox"/> Targeting | | | <input type="checkbox"/> Infrastructure | | | |
| <input type="checkbox"/> Postal / Courier - LVS | | | <input type="checkbox"/> General Service | | | <input type="checkbox"/> Miscellaneous (use additional information box below) | | | |
| <input type="checkbox"/> Questioning | | | <input type="checkbox"/> Trusted Travellers/Traders | | | | | | |
| <input type="checkbox"/> Enforcement Action | | | <input type="checkbox"/> CFIA | | | | | | |
| Additional Information | | | | | | | | | |
| | | | | | | | | | |

Payette, Ryan

From:
Sent: February 20, 2018 04:20 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: December

date_day: 16

date_year: 2017

time_hh: 16

time_mm: 30

location: CBSA - Bluewater bridge - Point Edward

feedback: Good Afternoon,

I am writing this to bring to your notice about a humiliating interaction we had with a CBSA officer. This incident occurred between 4:20-4:45pm (4.30pm?) on Dec 16th, 2017 at the CBSA Bluewater bridge in Pt Edward.

At the time of this incident,
In order to get stamp on her
Passport, we were told that she needs to "flagpole" and upon re-entering Canada, she can receive this stamp at the border. We now understand that this information was wrong, and that this stamp can only be done at a consulate or at Ottawa. However, this stamp was the reason we were at the CBSA that day.

When we entered the building, the officer in the far left corner shouted to us to come to his booth (although we were headed for the booth straight ahead). I kept the paperwork on his table and I started explaining what we were there for. He cut me off and glanced at the paper we showed him. This was followed by a series of false assumptions and accusations he made about her. The remarks were unnecessary and humiliating in nature. He seemed frustrated before we even started talking to him.

This was no
way for anyone to be treated. This person, who officially represents Canada , gives everybody a bad image.

Here are some excerpts of the conversation that ensued that day:

Basically he didnt listen to what we said but he just rambled on with his assumptions which he kept proving wrong himself. He was brash and leaned back in his chair making us feel uncomfortable. He never apologised for the mistakes. He treated us like we were illegal immigrants - it was a very insulting experience for us.

This officer clearly was annoyed before we even showed up. We had all the right paperwork. He did not take the effort to go through anything properly. Instead, he based his "advice" on his assumptions than facts and paperwork.

We are not looking for a solution. This is just to bring to your awareness the nature and quality of service we received at this location. I feel sorry for anyone else who might have to stand in front of this officer and be made to feel helpless and small.

certification: yes

Submit: Submit

RECORD OF PHONE CALL TO CLIENT

| | |
|--|--|
| Name of Client: | |
| Name of Chief/Superintendent: | Chief J Bryce |
| Client's Contact Number(s): | |
| Date and Time of Phone Call(s): | March 8 2018 @10:00 left message March 13 2018@ 1300 left message March 13 2018 @1500 -1530 client called back |
| Assigned Deadline for Call: | March 06, 2018 |
| Reason for Late Call: | Organizational problems. |

Summary of phone call(s):

When speaking to

She explained the demeanor of the BSO on December 16 2017. He was brash and cocky asking absurd questions of

The male BSO did not offer much help
 have explained the

The Officer could

Instead the BSO made "goofy" comments

Throughout the interview the BSO talked down to the travelers, made unflattering hand gestures and leaned back in the chair as if to intimidate the family.

I offered that she may speak to a Superintendent on duty at any time at any port of entry. Contacting the Manager may prompt the BSO to act professionally and for accurate information to be presented at the time they attended the CBSA Office.

wanted to make the occurrence known to the CBSA in the hopes it would not happen to any other travelers. She thanked me for the call and considered the matter closed.

Was the issue/concern resolved? Yes ☒ No ☐

If so, how?

Based on the telephone contact the client considers the matter closed.

Is any follow up action required?

No formal closure is required by the CBSA.



Canada Border
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Agence des services
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PROTECTED **A** when completed

Complaint Input Form (Operations Branch)

| Client Details | | | | | | | | | |
|---|--|-------------|--|---|--|--|--|---|--|
| Last Name | | | | First Name | | | | <input checked="" type="checkbox"/> Resolved by phone | |
| Residency | | Citizenship | | Purpose of Travel | | Client Type | | Language | |
| | | | | | | Traveller | | English | |
| | | | | | | | | <input type="checkbox"/> Third Party <input type="checkbox"/> Consented | |
| File Details | | | | | | | | | |
| Complaint File Number (CFN) | | | VPO File Number | | | Enforcement Action (EA) Number | | Sign-Off Level | |
| | | | | | | | | RDG | |
| First Contact Date | | | First Contact By (choose one) | | | Final Response Date | | | |
| 2 0 1 8 0 3 0 5 | | | <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Letter | | | 2 0 1 8 0 3 0 5 | | | |
| First contact - If the service standard is not met, please provide an explanation | | | | | Final response - If the service standard is not met, please provide an explanation | | | | |
| | | | | | | | | | |
| Location Details | | | | | | | | | |
| Four Digit Office Code | | | Date of Incident | | | Mode | | Location | |
| 8117 | | | 2 0 1 8 0 2 2 0 | | | Ferry | | Primary | |
| Complaint Types | | | | | | | | | |
| <input checked="" type="checkbox"/> Officer/Employee Conduct | | Unfounded | | <input type="checkbox"/> Immigration | | <input type="checkbox"/> Official Languages | | | |
| <input type="checkbox"/> Charges/Fees | | | | <input type="checkbox"/> Examination | | <input type="checkbox"/> Privacy Related | | | |
| <input checked="" type="checkbox"/> Delays & Wait Times | | Founded | | <input type="checkbox"/> Targeting | | <input type="checkbox"/> Infrastructure | | | |
| <input type="checkbox"/> Postal / Courier - LVS | | | | <input type="checkbox"/> General Service | | <input checked="" type="checkbox"/> Miscellaneous (use additional information box below) | | | |
| <input type="checkbox"/> Questioning | | | | <input type="checkbox"/> Trusted Travellers/Traders | | | | | |
| <input type="checkbox"/> Enforcement Action | | | | <input type="checkbox"/> CFIA | | | | | |
| Additional Information | | | | | | | | | |
| | | | | | | | | | |

Payette, Ryan

From:
Sent: February 22, 2018 12:10 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2

first name:

family name:

phone number

address:

city

province state

postal code:

country

date_month: February

date_day: 20

date_year: 2018

time_hh: 09

time_mm: 30

location: Victoria, BC

service provider: Canada Border Control

feedback:

We were directed to desk #4, staffed by a woman with the last name

She asked for our declarations form and asked if we were all from the same address. I responded

Before I could apologize for not seeing the directions on the form, she points it out condescendingly and then says she can always tell when someone is lying "when you exchange glances". Rather than letting me step out of line (no one behind me- to fill out another form - she continues to be aggressive and berates us for "lying".

All in all, it was an unnecessarily rude interaction that could have been handled with much more professionalism.

this is truly the first unpleasant experience I have ever had, especially when compared to previous experiences at the Canadian border. She seemed to have a chip on her shoulder and chose to handle everything with the utmost disrespect and aggression.

the agents behavior-it was just so unnecessary and unprofessional.

certification: yes

Submit: Submit

RECORD OF PHONE CALL TO CLIENT

(Version 3, March/2011)

| | |
|---|--|
| Name of Client: | |
| Name of Chief/Superintendent: | Chief Ward / Superintendent Rav Kumar |
| Client's Contact Number(s): | |
| Date and Time of Phone Call(s): | Mar 2, 2018 11:19 / Mar 5, 2018 14:15 / Mar 5, 2018 14:51 |
| Duration of Phone Call(s): | .5 minutes left message / .5 minutes left message / 5.06 Minutes |
| Employees – directly implicated in the allegations 1 | |
| Name(s): | |
| Badge number(s): | |

Summary of phone call(s):

I spoke with _____ on 5 Mar 2018, 14:50 HRS to acknowledge her submission of complaint and apologise to her and her family for the negative experience at the _____ Port of Entry.

I informed her that I was tasked with investigating the complaint and if found valid it could lead to discipline of the officer involved. I informed her that I would be getting reports from the officer involved and the officers that were at _____ that day and to review the video.

I informed _____ that the reason for the call today was to clarify a few points in her letter.

I asked her to explain to me how the officer was being "aggressive?" She replied that the officer was pointing at the card and saying that the direction are clear in an aggressive tone. It came out of nowhere, and there was no need for her to snap like that. She would not let me correct it.

I again expressed regret for the interaction and asked her if the officer use the word "lying?" Many times, :

Did you see the officer roll her eyes? Yes, when she was saying that she could tell we were lying when we exchanged glances.

I asked her if by my conducting an investigation was she satisfied that her concern was being dealt with and would she like a follow up call to inform her of the final outcome? She said that she did not want to see the officer get into trouble, but rather wanted someone to have a talk with her as the hall was not busy at the time of their visit, but the summer rush was coming and if the officer was that way with her and her family another family might get the same treatment and she would like that not to happen. She was not going to say anything and understands that everyone has bad days,

I thanked her again for bringing the incident to our attention and for taking the time today to speak to me. I then informed her that should she have any issues or concerns crossing the border in future to ask to speak with the Superintendent on duty and it could be resolved at that time. She thanked me for calling and wished me a nice rest of the day.

End of Call

14:56

Was the issue/concern resolved? Yes ☒ No ☐

If so, how? was happy to have received a call and was able to speak to someone about learn her concerns were being looked into.

Is any follow up action required? No, she did not want a return call.

Is the complaint valid? Yes ☒ No ☐ - Conduct ☒ Procedure ☐ Both ☐

****If management has identified policy, procedural or performance gaps, please complete the Complaint Issues Identification Report (CIIR).**



Canada Border
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PROTECTED **A** when completed

Complaint Input Form (Operations Branch)

| | | | | | | | | | | | | | | | | |
|---|--|--|-------------|---|--|-------------------|--|--|---------------------------------|--|--|---|--|--|---|--|
| Client Details | | | | | | | | | | | | | | | | |
| Last Name | | | | | | First Name | | | | | | <input checked="" type="checkbox"/> Resolved by phone | | | | |
| Residency | | | Citizenship | | | Purpose of Travel | | | Client Type Traveller | | | Language English | | | <input type="checkbox"/> Third Party <input type="checkbox"/> Consented | |
| File Details | | | | | | | | | | | | | | | | |
| Complaint File Number (CFN) | | | | VPO File Number N/A | | | | Enforcement Action (EA) Number N/A | | | | Sign-Off Level Superintendent | | | | |
| First Contact Date 2 0 1 8 0 3 0 8 Y M D | | | | First Contact By (choose one) <input checked="" type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Letter | | | | Final Response Date 2 0 1 8 0 3 0 8 Y M D | | | | | | | | |
| First contact - If the service standard is not met, please provide an explanation | | | | | | | | Final response - If the service standard is not met, please provide an explanation | | | | | | | | |
| Location Details | | | | | | | | | | | | | | | | |
| Four Digit Office Code 8132 | | | | Date of Incident 2 0 1 8 0 2 2 1 Y M D | | | | Mode Highway | | | | Location Secondary | | | | |
| Complaint Types | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> Officer/Employee Conduct Unfounded | | | | <input type="checkbox"/> Immigration | | | | <input type="checkbox"/> Official Languages | | | | | | | | |
| <input type="checkbox"/> Charges/Fees | | | | <input checked="" type="checkbox"/> Examination Unfounded | | | | <input type="checkbox"/> Privacy Related | | | | | | | | |
| <input type="checkbox"/> Delays & Wait Times | | | | <input type="checkbox"/> Targeting | | | | <input type="checkbox"/> Infrastructure | | | | | | | | |
| <input type="checkbox"/> Postal / Courier - LVS | | | | <input type="checkbox"/> General Service | | | | <input type="checkbox"/> Miscellaneous (use additional information box below) | | | | | | | | |
| <input type="checkbox"/> Questioning | | | | <input type="checkbox"/> Trusted Travellers/Traders | | | | | | | | | | | | |
| <input type="checkbox"/> Enforcement Action | | | | <input type="checkbox"/> CFIA | | | | | | | | | | | | |
| Additional Information | | | | | | | | | | | | | | | | |

Payette, Ryan

From:
Sent: February 22, 2018 09:07 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name

family name:

phone number:

address:

city:

province state:

postal code

country

time_contact-hh: 10:00

date_month: February

date_day: 21

date_year: 2018

time_hh: 02

time_mm: 15

location: CBSA/ASFC

tracking form cargo number:

service provider: CASUAL GOODS DOCUMENT

feedback: Good afternoon,

Yesterday February 21, 2018 I crossed the border around 14:35 the border patrol officer sent me to secondary where another officer waited for me to start checking my car, The officer's badge number took my phone away, did not allow me to take my purse with me and started treating me in a very rude manner. He send me to an office where I waited for about 20 minutes. The officer came with my passport, my cellphone and another paper. He started accusing me of lying because thought I was trying to cross the border and not pay for duty. He started talking to me in a rude manner, went to my purse without my permission and took things out of my purse without permission.

I would like to make this complaint because he treated me RUDE, very RUDE and try to mimimize my intelligence.
the whole thing was a misunderstanding and the office
did not understand.

Sincerely,

certification: yes

Submit: Submit



Canada Border Services Agency
Agence des services frontaliers du Canada

RECORD OF PHONE CALL TO CLIENT

(Version 3, March/2015)

| | |
|---|---|
| Name of Client: | |
| Name of Chief/Superintendent: | Jason Tabachnicov |
| Client's Contact Number(s): | |
| Date and Time of Phone Call(s): | Mar 8, 2017 @ 1531: Left a voicemail. Mar 8, 2017 @ 16:15: Spoke with the client |
| Duration of Phone Call(s): | 19 minutes |
| Employees ~ directly implicated in the allegations | |
| Name(s): | |
| Badge number(s): | |

Summary of phone call(s): This complaint is based on the client's interaction that occurred on February 21, 2018 at the Pacific Highway POE.

Client's complaint stems from the interaction that she had with the secondary officer during a secondary examination on February 21, 2018.

However, after reviewing the officer's reports as well as video footage, and speaking with the client I am satisfied that the actions by BSO were satisfactory and conducted in a professional manner.

On Mar 08 2018, I called [redacted] at the number that she had provided on her complaint and asked her if she had the opportunity to talk. [redacted] stated that she had some time to discuss her complaint



provided me a summary of the events that occurred on February 21st, 2018.

stated that she didn't know why she was examined

Furthermore, she stated that she felt the way that BSO spoke to her in secondary was unprofessional. I informed that sometimes officers elect to conduct secondary examinations in order to verify the clients declaration. I explained that sometimes these examinations are conducted at random, and other times it is based on indicators that officers observe during their abbreviated interaction with the client at the booth. Furthermore, I explained to that her being referred into Secondary area, does not infer that she did something wrong, but that it is part of the job of a Border Services Officer. seemed satisfied with this explanation.

When addressing the second part of complaint, I asked her to provide me with a specific example of BSO interaction that she found offensive. was unable to do so. stated that BSO demeanor was condescending. When asked specifically what about his demeanor she was not happy with, stated that BSO spoke in a very monotone voice and looked like he was unhappy with his job. I assured that this was not the case.

I informed that I have worked with BSO in the past and all interactions that I have witnessed with him have always been courteous and professional. Furthermore, I assured that generally BSO would go above and beyond to be professional and pleasant with the travelling public. stated that maybe BSO was having an off day.

Also, I informed that if at any point in the future she believes that she's had a negative interaction with an officer, that she was always free to speak to a Superintendent about the incident. Furthermore, I informed that if there are issues, Supervisors would rather deal with the issue immediately and provide a response right away to the client affected. was satisfied with this response.

I asked if she was satisfied with my explanations on what had occurred that day and she stated that she was.

I asked if she had any other questions and she said, "No."

I ended the conversation with by asking if I had addressed her concerns and she stated that they were addressed. stated, "I did



not know that I could talk to a Superintendent. Thank you. That's good to know for future travel."

Was the issue/concern resolved? Yes ☐ No ☐

If so, how? At the end of the conversation I asked _____ if I had addressed all of her concerns and if she was satisfied with my explanations. _____ stated that she was and thanked me for calling her. I asked _____ if she required any additional follow-up in regards to anything we discussed and she stated, "No."

Is any follow up action required? No.

Is the complaint valid? Yes ☐ No ☒ - Conduct ☐ Procedure ☐ Both ☐

**If management has identified policy, procedural or performance gaps, please complete the Complaint Issues Identification Report (CIIR).



Canada Border Services Agency
 Agence des services frontaliers du Canada

PROTECTED **A** when completed

Complaint Input Form (Operations Branch)

| | | | | | | | | | | |
|--|--|-------------|---|-------------------|------------|--|--|--|--|---|
| Client Details | | | | | | | | | | |
| Last Name | | | | | First Name | | | | | <input checked="" type="checkbox"/> Resolved by phone |
| Residency | | Citizenship | | Purpose of Travel | | Client Type Driver | | Language English | | <input type="checkbox"/> Third Party <input type="checkbox"/> Consented |
| File Details | | | | | | | | | | |
| Complaint File Number (CFN) | | | VPO File Number | | | Enforcement Action (EA) Number | | Sign-Off Level RDG | | |
| First Contact Date 2 0 1 8 0 2 2 3 | | | First Contact By (choose one) <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Email <input type="checkbox"/> Letter | | | Final Response Date 2 0 1 8 0 3 1 2 | | | | |
| First contact - If the service standard is not met, please provide an explanation | | | | | | Final response - If the service standard is not met, please provide an explanation | | | | |
| Location Details | | | | | | | | | | |
| Four Digit Office Code 8111 | | | Date of Incident 2 0 1 8 0 2 2 0 | | | Mode Inland | | Location Document Processing | | |
| Complaint Types | | | | | | | | | | |
| <input checked="" type="checkbox"/> Officer/Employee Conduct Unfounded | | | <input type="checkbox"/> Immigration | | | <input type="checkbox"/> Official Languages | | | | |
| <input type="checkbox"/> Charges/Fees | | | <input type="checkbox"/> Examination | | | <input type="checkbox"/> Privacy Related | | | | |
| <input type="checkbox"/> Delays & Wait Times | | | <input type="checkbox"/> Targeting | | | <input checked="" type="checkbox"/> Infrastructure Unfounded | | | | |
| <input type="checkbox"/> Postal / Courier - LVS | | | <input type="checkbox"/> General Service | | | <input type="checkbox"/> Miscellaneous (use additional information box below) | | | | |
| <input type="checkbox"/> Questioning | | | <input type="checkbox"/> Trusted Travellers/Traders | | | | | | | |
| <input type="checkbox"/> Enforcement Action | | | <input type="checkbox"/> CFIA | | | | | | | |
| Additional Information | | | | | | | | | | |
| <p>contacted CBSA regarding his concerns over the lack of parking for a tractor trailer at the CBSA Office in Victoria and the fact that he was "belittled" by the officer who advised him that he should have called the office prior to his arrival to request instructions, was provided with a direct telephone number to call CBSA in future, to arrange for presentation of his goods. also asked the Chief of Operations to speak with the officer regarding her communication style which was completed.</p> | | | | | | | | | | |

Payette, Ryan

From:
Sent: February 23, 2018 02:35 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state:

postal code:

country

time_contact-hh: 11:00

date_month: February

date_day: 20

date_year: 2018

time_hh: 12

time_mm: 45

location: Victoria BC

tracking form cargo number:

feedback: Arrived at your customs office in Victoria driving a tractor trailer. They was absolutely no parking

The CBSA agent was processing my clients paperwork when another CBSA came in through the door and took over. She wanted to know where my trailer was .I told her that the commercial spot had no room so I was forced to drop my trailer and come back. She then proceeds to tell me in me in a belittling manner that I should of called in for instructions as to where to park my trailer. There is no number available on the internet to call. Why have I cleared shipments at the same office many many times and no other CBSA agent told me I had to call ahead ? I have on repeated occasions told them where my trailer was and they just wanted to make sure it was nearby and accessible. Why is there no parking for !
a tractor trailer when this is a commercial clearing office for household goods? Why is no phone number available? Why does one CBSA agent clear a household agent with my trailer parked a few blocks away and another tells me that I have to call ? I need the phone number to call ahead. I can't call 24 hours ahead as there is no guarantee I'll be on a certain ferry crossing. What if no one answers the phone ? Has the procedure changed ? Can send me the detailed procedures for clearing at Victoria ?

certification: yes

Submit: Submit

RECORD OF PHONE CALL TO CLIENT

(Version 3, March/2011)

| | |
|---|--------------------------------|
| Name of Client: | |
| Name of Chief/Superintendent: | Sean Ward / Rav Kumar |
| Client's Contact Number(s): | |
| Date and Time of Phone Call(s): | March, 12, 2018 at approx 1344 |
| Duration of Phone Call(s): | 22 Mins |
| Employees – directly implicated in the allegations Yes | |
| Name(s): | |
| Badge number(s): | |

Summary of phone call(s): I called [redacted] on March 12, 2018 at 13:22 and introduced myself. I informed I was calling to discuss his letter and that I wanted to answer some of his question regarding the process for clearing goods in Victoria.

He started to speak and stated that [redacted] been doing this for many years without issues, if things in Victoria have changed then he would have like to been informed. He can't get our phone number on line and can't park by the building, last time he was here he almost got a ticket. So he parked a few blocks away and the good were readily available for inspection. Wasn't happy with the way the officer spoke to him in front of his clients. The only places that he can park his big rig is where he parks it every time he has to clear goods in Victoria, it was better when we were at Government Street as there at least there was a loading zone right next to the building that was big enough. He parked at the old Canadian Tire as that has the space for his big rig and the only other place that he could take the rig was to Greaves on Lampson, but their yard is too small for him to turn around in. He felt belittled the way the officer spoke to him in front of his clients.

I started to say that I would like to start by answering some questions, the first being there is no room [redacted]

I said that the

He went on to the question of "why there is no phone number on line for the Victoria Office", I stated that there is only the Border Information Service (BIS) number which is on line and they would be able to give him the number as well we have spoken to his parent and they also have the number, he could have called his dispatch and they would have been able to provide it. He countered with "we have many dispatchers all over Canada and the US and they would most likely not be able to provide this number. I stated that as has been issued an AMPS previously they should have provided guidance to the drivers that arrive in Victoria for clearance. He started to state that he "doesn't have to do call beforehand to other CBSA locations, Kelowna, he goes to the Airport and the officers there don't care where his truck is parked and they go out to the truck to examine, or he had officers in another location that went to the house to examine the contents as they were being off loaded". I stated that I could not answer for how the other locations conducted their clearance procedures, he interjected that "he understood that but USCP is consistent so why could we not be." I gave him the direct line to the long room and stated that when he comes in next to call and ask to speak me and I will arrange for officers to meet him down at the

I don't like that idea at all, why don't you have a loading zone by the building?" I replied that it was the City of Victoria that make the loading zones and other drivers have not had too many issues or they have called to make alternative arrangements with us. I suggested that if he would rather he could have the goods manifested to the Victoria International Airport and have the clients meet him there. He stated "that is the option he would best prefer, but not always possible".

I asked what it was that he would like me to do to alleviate the concern that he had. He asked me "to speak to the officer about the way he was spoken to in front of his clients and that if I could do anything about him the parking." I informed him that I would speak to the officer and unfortunately the parking is not in my hands to fix, but if I could find another way for him to present his shipments I would certainly call.

Approximately 13:44

END of Call

Was the issue/concern resolved? Yes ☒ No ☐

If so, how? Was satisfied that I would be speaking with the officer. I spoke with the officer and was informed that she was polite and professional until started to yell at her at which point she asserted herself but was not rude or unprofessional in any manner rather stood her ground at a client

that was not happy with the AMPS applied and started to show his displeasure by trying to intimidate

Is any follow up action required? No

Is the complaint valid? Yes ☐ No ☒ - Conduct ☐ Procedure ☐ Both ☐

****If management has identified policy, procedural or performance gaps, please complete the Complaint Issues Identification Report (CIIR).**

Appeals Processing Assistant, Operational Support Unit, Recourse Directorate
Canada Border Services Agency / Government of Canada
jacky.diep@cbsa-asfc.gc.ca / Tel: 343-291-7787 / TTY: 343-291-7239

Ajointe aux traitements des appels, Unité de soutien opérationnel, Direction des recours
Agence des services frontaliers du Canada / Gouvernement du Canada
jacky.diep@cbsa-asfc.gc.ca / Tél. : 343-291-7787 / ATS : 343-291-7239

From: RCMS-SGRR@cbsa-asfc.gc.ca [<mailto:RCMS-SGRR@cbsa-asfc.gc.ca>]
Sent: March 26, 2018 2:14 PM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsa-asfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

Launch RCMS Enforcement

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

Ouvrir SGRR Exécution de la loi

fmrID: rcms2016c

enforcement action appeal: yes

typereview: Notice of Penalty Assessment [typeReview=2]

enforcement action number:

date of action: 2018-02-20

client type: company [appellantType=2]

3

PROTECTED A

company name

company contact first name:

company contact surname:

client address:

client city:

client country:

client province/state

client postal/zip code:

client phone number:

client phone number type: Work [clientTelephoneType=3]

representation: No [representation=0]

detailsField: CBSA Penalty
CCN#

Below is a complaint that [redacted] filed with CBSA regarding this incident and the penalty. [redacted] received a call back from [redacted] the customs supervisor who advised that the actions of the CBSA officer were uncalled for and that moving forward anytime we clear in downtown Victoria we must call ahead to confirm where we should park the tractor trailer. We only now have been provided a number to call ahead to confirm where to park

Date Complete submitted: February 20, 2018, 12:45 pm

Feedback:

Arrived at your customs office in Victoria [redacted] There was absolutely no parking [redacted]. I drove a few blocks away and dropped my trailer. I came back with the tractor only and parking in the commercial loading zone. [redacted] The CBSA agent was processing my client's paperwork when another CBSA agent came in through the door and took over. She wanted to know where my trailer was, I told her that the commercial spot had no room [redacted] so I was forced to drop my trailer and come back. She then proceeds to tell me in a belittling manner that I should of called in for instructions as to where to park my trailer. There is no number available on the internet to call. Why have I cleared shipments at the same office many many times and no other CBSA agent told me I had to call ahead? I have on repeated occasions told them where my trailer was and they just wanted to make sure it was nearby and accessible. Why does one CBSA agent cl! ear a household agent with my trailer parked a few blocks away and another tells me that I have to call? I need the phone number to call ahead. I can't call 24 hours ahead as there is no guarantee I'll be on a certain ferry crossing. What if no one answers the phone? Has the procedure changed? Can you send me the detailed procedures for clearing at Victoria?

certificationField: yes

date submitted: 2018-03-26

language: english [language=1]

notarobot: 1

Submit: Submit
